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ABSTRACT

This guide was prepared to help individuals become more informed and more efficient consumers of energy. The guide lists agencies and organizations which provide useful information on everything from household energy-saving tips to energy conservation projects sponsored by local community groups. Section 1 highlights many of the agencies and private organizations providing information on energy-related topics. It also includes energy-saving tips to help individuals save energy and money. Section 2 lists state and local consumer protection offices. The functions of these offices vary greatly from state to state, as do the services and information they provide. While the guide does not attempt to spell out what each office does, it should be a helpful reference on where to turn with problems or questions. The section also lists state energy offices. These offices generally carry out the federal government's energy conservation and assistance programs. In addition, they provide consumers with helpful energy conservation information, publications, and other services. Section 3 lists Federal Information Centers. The Centers, providing information about energy and other federal programs, can be reached by the telephone numbers indicated (many of which are toll free). The last section provides lists of energy books, pamphlets/booklets, kits, and audio-visuals. (Author/JN)

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

THE WHITE HOUSE

WASHINGTON

June 1982

Dear Consumer:

Energy conservation is important to us as individuals as well as to us as a Nation. As individuals, it means saving money and as a Nation it means preserving our natural resources for future generations. We prepared this *Energy Consumer Guide* to help you become a more informed, more efficient user of our energy resources.

The *Guide* includes tips on setting up an energy budget for your home, conducting energy audits, avoiding energy-related health hazards, avoiding being ripped-off when buying energy saving devices and making energy-related improvements to your home. It also refers you to organizations not only in the government but private organizations as well that can give you more information on energy conservation and help you resolve energy-related consumer problems.

Because I think this *Guide* will help you save money and fight energy waste, I hope you will refer to it frequently.

Sincerely,

Virginia Knauer

Virginia H. Knauer
Special Assistant
to the President
and
Director
U.S. Office of
Consumer Affairs

THE ENERGY CONSUMER GUIDE

Published by

U.S. Office of Consumer Affairs

Virginia H. Knauer
Director

and

Special Assistant to the President

In cooperation with the Consumer Information Center
of the General Services Administration and the
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NOTE: Every effort has been made to assure that the addresses and phone numbers for the agencies and organizations listed in this Guide are as accurate as possible. Because of new legislation or reorganization implemented after this printing, some of the information may no longer be correct.

INTRODUCTION

The *Energy Consumer Guide* has been prepared to help you become a more informed, more efficient consumer of energy. The *Guide* lists agencies and organizations that can provide useful information on everything from household energy-saving tips to energy conservation projects sponsored by local community groups.

HOW TO USE THE GUIDE

How it's Organized

SECTION I highlights many of the agencies and private organizations that can provide you with valuable information on energy-related topics. It also includes energy-saving tips that can help you save energy and money.

SECTION II lists state and local consumer protection offices. The functions of these offices vary greatly from state to state, as do the services and information they provide. While this *Guide* does not attempt to spell out what each office does, it should be a helpful reference on where to turn with problems or questions.

This *Section* also lists state energy offices. These offices generally carry out the federal government's energy conservation and assistance programs. In addition, they provide consumers with helpful energy conservation information, publications, and other services.

SECTION III lists Federal Information Centers. The Centers can help you with your questions about energy and other federal programs. You can contact a Center toll free if you live in any of the cities listed or in a state with an 800 area code number shown. If you live elsewhere, call the city listing closest to you for the minimum long distance charge.

SECTION I

ENERGY CONSERVATION

Saving energy means saving money. It also means preserving our energy resources for future generations.

U.S. consumers are learning a very basic fact of life—the days of unlimited energy at low costs are over. This does not mean that we have to go back to the horse and buggy days or even give up all our energy-operated appliances. What it does mean is that we have to learn more about energy conservation. The agencies and organizations listed in this Guide can provide you with valuable information on saving energy and money.

The Department of Energy says that in most homes residential energy dollars are broken down this way: 70 percent is used for heating and cooling your home, 20 percent is used for heating water, and the remaining goes for lighting, cooking, and operating small appliances.

Setting Up an Energy Budget

To get the most from your energy dollars, the Council of Better Business Bureaus suggests that you set up an energy budget similar to your household budget, and that you learn to make energy trade-offs in your home. For example, air conditioners can play havoc with your summer energy budget, but you may not want to go without it during those hot humid summer days. Look around for other energy-eaters in your home (such as your refrigerator, clothes washer and dryer, and dishwasher), and cut back to make up for the big bite your air conditioner is taking out of your energy budget. This Guide can help you find ways to stretch your energy dollars.

Claiming Energy Tax Credits

Contact your local Internal Revenue Service (IRS) to find out if you are eligible for energy conservation tax credits on your federal income tax. You can claim a one-time 15 percent tax credit on any amount up to $2,000 (maximum credit is $300), of the money you spend to install in your home energy conserving products such as insulation, storm windows and doors, caulking and weatherstripping, and automatic setback thermostats. You cannot get credits for energy conserving products installed on homes completed after April 20, 1977. Also, the items must be expected to remain in operation for at least three years. Ask your IRS about other energy-saving equipment that may also be considered for tax credit.

Getting a Home Energy Audit

Many utility companies offer their customers a comprehensive Home Energy Audit. The audit covers insulation, weatherstripping and caulking, storm windows and doors, temperature setback devices, and water heater insulation. The Audit will show you where effective improvements can be made, how much money these improvements can save you, as well as how long it will take you to recover your investment. For more information on getting your Home Energy Audit, contact your local utility company or your State Energy Office (see Section II).

Adjusting Your Hot Water Heater

As much as 20 percent of the energy used in your home is for heating water. This is one of the first places you should look for ways to conserve. Most water heaters are set for 140° F. or higher, but you may not need water that hot unless you have a dishwasher. A setting of 120° F. can provide adequate hot water for most families.

By lowering the thermostat on your water heater to 120° F., you can save over 18 percent of the energy used at the higher setting. To determine the water temperature in your heater, draw water from the heater through the bottom faucet and test it with a thermometer.

If your hot water heater is warm to the touch, wrap the heater and pipes in insulation to decrease heat loss. The Department of Energy estimates this will save you from $8 to $20 a year, and much more if the heater is located in an unheated area of the house.

Energy Tip: You are probably spending a lot more money than you think on baths and showers. Substantial savings can be achieved without much trouble. There are two ways to do it. The first is to take shorter showers and baths at the lowest acceptable temperature. The second is to install flow restrictors in the showerheads. The restrictors reduce the water flow from 6 to 8 gallons to 2 to 3 gallons per minute. The best ones reduce the flow without sacrificing the hard spray that many people like.

Lowering Your Thermostat

The Department of Energy suggests that you should lower the thermostat on your furnace to 65°F. during the day and 55°F. at night. You can save on your fuel costs for every degree you reduce the average temperature in your home. This can be done manually or with an automatic setback device which costs about $75.00.

Special Energy Tip for the Elderly: Some elderly persons may require higher, indoor temperature–about 65°F.–at all times to avoid accidental hypothermia. (For more information on hypothermia see Section on "Health Related Issues.")

Adding Insulation

Insulating your home may reduce your heating and cooling bills by as much as 20 to 30 percent. Your needs will depend on the climate in which you live and the amount of insulation, if any, you already have. Find out about R-values before you buy insulation materials. Then buy the thickness of insulation that will give you the R-value you should have. R-values are insulation efficiency ratings. The "R" stands for resistance to winter heat loss or summer heat gain. The higher the R-number, the more effective the insulating capacity.

Energy Tip: When insulating, make sure you include the attic. It is common to find large openings where pipes, ducts, or exhaust fans are cut through the attic floor. All the obvious holes and gaps can be plugged with the exception of the gaps around recessed light fixtures and vents in the attic. Do not cover light fixtures directly with insulation as this may cause a fire.

Caulking, Weatherstripping, and Adding Storm Windows

Air leakage may account for one-third to one-half of your winter heating and summer cooling. At a time when fuel prices are rising this loss represents an unnecessary expense and a waste of energy resources. Caulking and weatherstripping your windows and doors can save up to 10 percent on your fuel bills. Also pulling your drapes at night will cut down on drafts.

Energy Tip: To find additional air leaks, on a cold windy day make a simple "draft detector" by clipping a piece of tissue paper or lightweight plastic to a coat hanger. Hold the coat hanger in front of a suspected leak, any movement of paper will show you where the cold air is coming into your home. Be sure to check around electrical wall outlets, holes cut in walls for plumbing pipes and electrical wiring, mail chutes, attic doors, exhaust fans, and dryer vents. Electrical outlets can be sealed with inexpensive gaskets that can be purchased at hardware stores.

To save even more, install storm windows and insulated draperies. There are several new types of insulated draperies on the market that you might want to check out before making your final purchasing decisions.

Energy Tip: If storm windows are too expensive for your energy budget, an inexpensive storm window can be made by stapling polyethelene plastic sheeting that is at least six millimeters thick over the windows.

Choosing a Reputable Contractor

Several energy-saving measures around the house such as adding more insulation and installing storm windows and doors may require the skill of a professional. Be leery of a contractor who comes to your door or calls you on the phone offering a special deal because rarely do established home improvement contractors solicit work by randomly knocking on doors or making telephone calls.

When choosing a contractor, you should:

- Deal only with a reputable, responsible contractor. Ask for references from people who have used the company. Inspect some installation if possible. Shop around, get estimates from several companies.
- Check with your state and local consumer protection offices and Better Business Bureau to see if any complaints have been filed against the contractor.
- Watch the advertising claims for saving energy. Make sure the installation will pay for itself.
- Do not sign a contract you do not understand. Never sign a blank contract.
- Get all guarantees and warranties in writing.
- Do not pay in cash. Use a check or money order. Do not pay in advance. Hold final payment until you are satisfied with the work.
- Contracts signed in your home or any place other than the seller's normal place of business are subject to a "Three Day Cooling Off" period. This means you have the right to cancel your contract anytime before midnight of the third business day after the contract has been signed. The contractor must provide you with two copies of the cancellation form.
- The contractor should provide you with a "Certificate of Insurance." This covers workmen's compensation, property damage, and personal liability.
- Secure lien waivers. In most states, anyone who does work on your house and is not paid can place a lien on your home. Even if you paid the contractor, the subcontractors can place a lien against you if the contractor has failed to pay them.*

Buying New Appliances

Your energy budget can get a big boost from energy efficient appliances. When it is time to replace your old appliances with new ones, shop carefully. Compare labels. Many manufacturers now put "EnergyGuide" labels on their appliances enabling you to compare long-term energy costs with the purchase cost. The difference in yearly energy costs can be enormous. Appliances that have EnergyGuide labels are room air conditioners, clothes washers, dishwashers, freezers, refrigerators and refrigerator-freezers, furnaces, and water heaters.

Energy Tip: If you need to purchase a gas oven or range, look for one with an automatic (electronic) ignition system instead of pilot lights. You will save up to one-third of your gas bill.

When buying a dishwasher, look for a model with air-power or overnight dry settings. These features automatically turn off the dishwasher after the rinse cycle. This can save you up to 10 percent of your total dishwashing energy costs.

If you are buying a refrigerator, it is energy economical to buy one with a power-saver switch. Most refrigerators have heating elements in their walls or doors to prevent "sweating" on the outside. In most climates, the heating element does not need to be working all the time. By using a power-saver switch, you can save 16 percent in your refrigerator energy costs. Also consider buying refrigerators and freezers that have to be defrosted manually.

Maintaining and Driving the Family Car

In nearly every household the family car is a necessity and even though it can be a major drain on the energy budget, few families can or want to get along without their convenient, and some times only, source of transportation. But there are many ways to improve your car's efficiency and reduce its maintenance and repair costs.

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*This list of do's and don'ts on choosing a contractor was prepared by the Morris County Office of Consumer Affairs, Morristown, New Jersey.

The U.S. Department of Transportation offers the following tips to improve your car's performance:

- Follow the recommendations in your Owner's Manual for major and minor service and tune-ups.
- Shop for a good mechanic. Check with your friends and neighbors to see if they know one who is a specialist on your car.
- Check out the mechanic's reliability with your state and local consumer protection offices (see Section II) and your local Better Business Bureau.
- If you have your car serviced at a large agency, get acquainted with the service manager, and see if you can have the same mechanic service your car every time.
- Keep a record on all repairs.

To get better gas mileage, the Department of Transportation recommends that you:

- Check your tire pressure and treadwear patterns monthly. Tire pressure that is too low increases rolling resistance, causes increased treadwear, and reduces gasoline mileage.
- Avoid excessive high speed or jerky driving.
- Turn off your engine if you stop more than a minute. Restarting uses less gasoline than a minute's idling.
- Warm-ups should not exceed one minute. The gas consumed in long warm-ups is not offset by any great improvement in engine performance.
- Jumpy starts and fast getaways can burn over 50 percent more gasoline than normal acceleration.
- Limit the use of auto air conditioners and other fuel consuming accessories.
- Short trips drastically reduce gas mileage. If a car gets 20 miles per gallon in general, it may get only 4 miles per gallon on a short trip of five miles or less. According to the Department of Energy, trips of five miles or less make up 15 percent of all miles driven each year, but they burn 30 percent of the gas.
- Use mass transit, car pools, or bicycles when feasible. (For more information on car pools, see section on "Ridesharing.")
- Make fuel economy a consideration in any new car purchase. You can get a free copy of the *Gas Mileage Guide for New Car Buyers* from any new car or light truck dealer, or by writing to:

Technical Information Center
Department of Energy
P.O. Box 62
Oak Ridge, Tennessee 37830

Energy Tip: Cars get better fuel economy in temperatures of 70°F. and above. A car that gets 20 miles per gallon can lose about one and one half of those miles in winter weather. Wind has an even greater effect on a car's performance. An 8 mile per hour tail-wind will add about 12 percent to gas economy, while an 18 mile per hour headwind results in a 10 percent loss. Rain, snow, and wet roads can also decrease gas mileage. So when planning trips, be aware of how weather conditions will affect fuel economy.

Sources of Information

For more energy-saving ideas, contact the following agencies and organizations:

Office of Public Affairs
Department of Energy
Washington, D.C. 20585
202/252-6827

Energy Information Administration
Department of Energy
Washington, D.C. 20585
202/252-8800

Conservation and Renewable Energy Inquiry and Referral Service
P.O. Box 8900
Silver Spring, Maryland 20907
800/523-2929 (In the Continental U.S.)
800/462-4983 (Pennsylvania)
800/537-4700 (Alaska and Hawaii)

Technical Information Center
Department of Energy
P.O. Box 62
Oak Ridge, Tennessee 37830

Cooperative Extension Services
Located in your county seat. Consult your local telephone directory for listing.

State and local consumer protection offices
State energy offices
(See Section II.)

Local utility companies
Consult your local telephone directory for listing.

Council of Better Business Bureau, Inc.
1515 Wilson Boulevard
Arlington, Virginia 22209
703/276-0100

Local Better Business Bureaus
Consult your local telephone directory for listing.

Federal Information Centers
(See Section III.)

Consumer Education Office
Federal Trade Commission
Washington, D.C. 20580
202/724-1870
Can provide information on energy efficiency labeling for appliances and R-value rating system for home insulation.

Association of Home Appliance Manufacturers
20 North Wacker Drive
Chicago, Illinois 60606
312/984-5800
Can provide information on energy efficiency labeling for appliances.

Another Source of Information

The Consumer Information Center publishes quarterly the *Consumer Information Catalog* which lists, among numerous other consumer topics, federal publications on saving energy. For your free copy of the Catalog, send a postcard to:

Consumer Information Center
Pueblo, Colorado 81009

Energy-saving Devices

An increasing number of energy-saving devices and additives are on the market. While some of these are innovative products, unfortunately, many do not live up to their claims. Do not buy on impulse. If you are considering buying one of these products, research its effectiveness. Also check out the reliability of the company with your state or local consumer protection office (see Section II), and your local Better Business Bureau.

Mail Orders

Shopping by mail is a convenient way for you to save energy, money and time. Most mail order firms are honest and stand behind their products. However, there are a few "rotten apples" that give the industry a bad name. The Chief Postal Inspector of the U.S. Postal Service urges you to carefully check out the product's advertising claims. He says, "If it seems too good to be true, it usually is."

If you ordered a product through the mail and you feel the company is involved in a mail fraud scheme, write or call:

Your local Postmaster
or
Chief Postal Inspector
United States Postal Service
Washington, D.C. 20260
202/245-5445

To check out the reliability of a firm, contact your state and local consumer protection offices (see Section II). You can also write to:

Direct Mail Marketing Association
6 East 43rd Street
New York, New York 10017
Telephone: 212/689-4977

This trade association of mail order companies publishes Ethical Guidelines for its members and will furnish you with a list of its members and a copy of the Guidelines.

Energy Conservation Programs for Businesses

Local businesses can also save money through energy conservation, a savings which can be passed on to the consumer. The United States Chamber of Commerce sponsors programs designed to reduce energy waste in businesses, apartment buildings, and schools. If you own a business and want assistance in reducing your energy costs, write or call your local Chamber of Commerce and ask for information on the Energy Management Program.

If you are an independent trucker or own a trucking company and want to learn about ways to decrease your fuel costs, write or call:

Voluntary Truck and Bus Economy Program (NRD-22)
Department of Transportation
Washington, D.C. 20590
202/426-4560

ALTERNATIVE SOURCES OF ENERGY

Because sources of oil, natural gas and electricity will not always be readily available, it is important that we learn more about alternative sources of energy. The agencies and organizations listed below can provide you with helpful information.

General Inquiries:
Office of Consumer Affairs
Department of Energy
Washington, D.C. 20585
202/252-5141

Office of Energy
U.S. Department of Agriculture
Washington, D.C. 20250
202/447-2634

Conservation and Renewable Energy Inquiry and Referral Service
P.O. Box 8900
Silver Spring, Maryland 20907
800/462-4983 (Pennsylvania)
800/523-2929 (Continental U.S.)
800/537-4700 (Alaska and Hawaii)

League of Women Voters Education Fund
1730 M Street, N.W.
Washington, D.C. 20036
202/296-1770

Gasohol/Alcohol Fuels:
Public Information Center
Bureau of Alcohol, Tobacco, and Firearms
Department of Treasury
Washington, D.C. 20226
202/566-7135

Natural Gas/Methane:
Marketing Services Division
American Gas Association
Arlington, Virginia 22209
703/841-8572

Nuclear Energy:
Office of Public Affairs
Nuclear Regulatory Commission
Washington, D.C. 20555
202/492-7715
Answers questions on the regulatory aspects of nuclear energy.

Solar Energy:
Solar Energy Institute of North America
1110 Sixth Street, N.W.
Washington, D.C. 20001
202/289-4411

Solar Energy Industries Association
1001 Connecticut Avenue, N.W.
Washington, D.C. 20036
202/293-2981

Technical Inquiry Service
Solar Energy Research Institute
1617 Cole Boulevard
Golden, Colorado 80401
303/231-7303
Provides information on research and development activities.

Wind Energy:
American Wind Energy Association
1050 17th Street, N.W.
Washington, D.C. 20036
202/775-8910

HEALTH RELATED ISSUES

Not only can extremely hot or cold weather cause a drain on your energy budget, it can also cause serious health problems. Two major health problems associated with extreme weather conditions are hypothermia (low internal body temperature) and hyperthermia (high internal body temperature).

Hypothermia

Hypothermia is a condition marked by abnormally low internal body temperature–typically 95°F. (35°C.) or lower. It can affect anyone who is exposed to severe cold without enough protection, but it can also be brought on during exposure to relatively mild cold.

Contrary to popular belief, the elderly population is not the only group vulnerable to hypothermia. It can attack infants, low-or marginal-income citizens who find it difficult to pay high heating bills, and persons living in homes without adequate insulation.

To avoid hypothermia, the Center for Environmental Physiology recommends:

- Insulate your home properly. Caulking is a particularly low-cost and effective technique.
- Wear layers of clothing. Wear several layers of loose clothing instead of tight clothing. Wear a hat and scarf to insulate your head and neck.
- Eat nutritious foods and exercise moderately.
- **A Special Tip for the Elderly**—Drugs can interfere with the body's reponse to cold stress in a variety of ways. Check with your doctor or pharmacist for more information on drugs that can contribute to accidential hypothermia.

Some people die of hypothermia because they or those around them do not recognize the symptoms. A victim may have one or more of the following:

- Puffy face.
- Uncontrollable shivering.
- Mental confusion and forgetfulness.
- Sleepiness and difficulty in waking.
- Slow breathing.
- Slow heart rate.
- Stomach that is cold to the touch.

If you believe someone may be a victim of hypothermia, call an ambulance or rescue squad immediately. Hypothermia should be treated at a hospital. Before help arrives, here are a few tips:

- Be gentle and limit movement.
- Insulate the victim with available covering such as blankets, towels, pillows, scarves, or newspapers.
- Do NOT give the victim a hot shower or bath. This may cause sudden shock or death.

Hyperthermia

The term hyperthermia means above normal temperature and can be used to refer to any body temperature above 98.6° F. However, it is most frequently used to describe heat stroke, a serious medical emergency, generally characterized by a temperature above 106° F.

Hyperthermia or heat stroke is one of many heat related medical problems known to cause injury or death. Because the burden of heat stress falls primarily on the heart and blood vessels, heat related heart failure and strokes of the brain are also very serious problems during periods of hot weather.

Humidity also plays an important role in determining the severity of heat stress because it interferes with the evaporation of sweat, which is the body's main defense against the heat.

Older adults are particularly vulnerable to heat stress, but it can also affect infants and individuals with weak hearts or blood vessels.

Some of the warning signs for heat stress are:

- Nausea
- Dizziness
- Pounding heart
- Throbbing pressure in the head or headache
- Fainting

The National Institute of Aging recommends that during hot humid weather you remain indoors in an air conditioned room. If your home is not air conditioned, you might go to a cool public place (like a library, movie theater, or store) during the hottest hours of the day.

Other good ways to cool off include:

- Taking baths or showers, placing wet towels on the body and using electric fans (be careful to avoid getting an electrical shock).
- Wearing lightweight, light-colored, loose fitting clothing that permit sweat to evaporate.
- Drinking plenty of liquids such as water and fruit juices.

For more information on hypothermia and heat stress, write or call:

The Center for Environmental Physiology
1218 31st Street, N.W.
Washington, D.C. 20007
301/585-2728

For information on health-related problems affecting the elderly, call or write:

Energy
National Institute on Aging
Building 31, Room 5C - 35
Bethesda, Maryland 20205
301/496-1752

American Association of Retired Persons
1909 K Street, N.W.
Washington, D.C. 20049
202/872-4872

COMMUNITY-UTILITIES PROGRAMS

It is essential that community representatives meet with utility officials to learn about each other's concerns and to discuss ways to solve the problems that affect all members of a community. The following organizations can suggest ways to arrange such meetings:

AGA Consumer Roundtables
Director, Consumer Affairs
American Gas Association
1515 Wilson Boulevard
Arlington, Virginia 22209
703/841-8583

National Energy Watch Program
Edison Electric Institute
1111 19th Street, N.W.
Washington, D.C. 20036
202/828-7514

Public Information Office
American Public Power Association
2301 M Street, N.W.
Washington, D.C. 20037
202/775-8300

National Association of Consumer Agency Administrators
Suite 322
1511 K Street, N.W.
Washington, D.C. 20005
202/347-7395

State and local consumer protection offices
State Energy Offices
(See Section II.)

COMMUNITY PROJECTS

Energy problems are especially critical to our low- or marginal-income older persons. Many communities have established programs that can help them with information, and technical or financial assistance. For examples of such community projects, write or call:

Energy Consortium Chairman
c/o American Association of Retired Persons
1909 K Street, N.W.
Washington, D.C. 20049
202/872-4872

National Community Energy Management Center
400 N. Capitol Street, N.W., Suite 390
Washington, D.C. 20001
202/638-1445

Provides cities and counties with technical assistance, training and information.

League of Women Voters Education Fund
1730 M Street, N.W.
Washington, D.C. 20036
202/296-1770

For information on specific energy-saving and financial assistance programs in your community contact:

State Energy Offices
State and local consumer protection offices
(See Section II.)

Local utility companies

Ridesharing/Vanpooling

Many community groups and employers, tired of spiraling energy costs, traffic congestion, and air pollution, have turned to ridesharing as a way to save money, nerves, and the environment. If you or your employer want to find out about starting a ridesharing program, write or call:

National Ridesharing Information Center
Federal Highway Administration
Department of Transportation
Washington, D.C. 20590
202/426-2943 (District of Columbia)
800/424-9184 (Elsewhere)

According to the National Ridesharing Information Center, the national goal is to save 400,000 barrels of oil per day by 1990 through ridesharing. Federal-aid funds can be used for a wide range of activities to encourage and promote ridesharing.

PUBLIC HEARING PARTICIPATION

Public hearings are your opportunity to present your opinion on utility issues such as pricing, delivery systems, customer policies, etc. Participation is often limited to parties affected by the case.

For information on federal hearings, write or call:

Director
Office of Consumer Affairs
Department of Energy
Washington, D.C. 20585
202/252-5141

For issues relating to general energy matters.

Office of the Secretary
Federal Energy Regulatory Commission
825 N. Capitol Street, N.E.
Washington, D.C. 20406
202/357-8373

For information on state hearings, write or call:

State and local consumer protection offices
State Energy Offices
(See Section II.)

SECTION II

STATE, COUNTY, AND CITY CONSUMER PROTECTION OFFICES

ALABAMA

State Office

Consumer Protection Division
Office of Attorney General
560 South McDonough Street
Montgomery, Alabama 36104
205-832-5936
1-800-392-5658 (Alabama Only)

ALASKA

State Office

Consumer Protection Section
Office of Attorney General
1049 West Fifth Avenue, Suite 101
Anchorage, Alaska 99501
907-279-0428

ARIZONA

State Office

Financial Fraud Division
Office of Attorney General
207 State Capitol Building
Phoenix, Arizona 85007
602-255-5763 (Fraud only)
1-800-352-8431 (Arizona only)

County Offices

Chief Investigator
Cochise County Attorney's Office
P.O. Drawer CA
Bisbee, Arizona 85603
602-432-5703 ext. 470

Consumer Protection/Economic Crime Unit
Pima County Attorney's Office
111 West Congress, 9th Floor
Tucson, Arizona 85701
602-792-8668

Yuma County Attorney's Office
P.O. Box 1048
Yuma, Arizona 85364
602-782-4534 ext. 55

City Offices

Mayor's Citizens Assistance Office
251 West Washington
Phoenix, Arizona 85003
602-262-7777

Public Affairs Division
Tucson City Attorney's Office
P.O. Box 27210
2302 East Speedway, Room 202
Tucson, Arizona 85726
602-791-4886

ARKANSAS

State Office

Consumer Protection Division
Office of Attorney General
Justice Building
Little Rock, Arkansas 72201
501-371-2341
1-800-482-8982 (Arkansas only)

CALIFORNIA

State Offices

California Department of Consumer Affairs
1020 N Street
Sacramento, California 95814
916-445-0660 (Complaint assistance)
916-445-1254 (Consumer information)

Bureau of Automotive Repair
California Department of Consumer Affairs
3116 Bradshaw Road
Sacramento, California 95827
916-366-5050
800-952-5210 (California only; Auto repair only)

Public Inquiry Unit
Office of Attorney General
555 Capitol Mall, Suite 350
Sacramento, California 95814
800-952-5225 (California only)

County Offices

Assistant District Attorney
Alameda County District Attorney's Office
24405 Amador Street, Room 103
Hayward, California 94544
415-881-6150

Contra Costa County District Attorney
Special Operations Division
P.O. Box 670
725 Court Street
Martinez, California 94553
415-372-4500 ext. 4620

Del Norte County Division of Consumer Affairs
2650 Washington Boulevard
Crescent City, California 95531
707-464-2716 or 3756

Consumer Fraud Division
Fresno County District Attorney's Office
Courthouse
1100 Van Ness Avanue
Fesno, California 93721
209-488-3141

Deputy District Attorney
Kern County Consumer Unit
1215 Truxton Avenue
Bakersfield, California 93301
805-861-2421

Consumer and Environment Protection Division
Los Angeles County District Attorney's Office
540 Hall of Records
320 West Temple Street
Los Angeles, California 90012
213-974-3970

Los Angeles County Department of Consumer Affairs
500 West Temple Street, Room B-96
Los Angeles, California 90012
213-974-1452

Consumer Protection Unit
Madera County Weights and Measures
902 North Gateway Drive
Madera, California 93637
209-674-4641

Deputy District Attorney
Consumer Division
Mendocino County District Attorney's Office
Ukiah, California 95482
707-468-4211

Deputy District Attorney
Consumer Affairs Division
Napa County District Attorney's Office
1125 Third Street
Napa, California 94558
707-253-4427

Deputy District Attorney
Major Fraud and Consumer Protection Unit
Orange County District Attorney's Office
P.O. Box 808
700 Civic Center Drive West
Santa Ana, California 92702
714-834-3600

Orange County Office of Consumer Affairs
1300 S. Grand Avenue
Building C
Santa Ana, California 92711
714-834-6100

Deputy District Attorney
Economic Crime Division
Riverside County District Attorney's Office
P.O. Box 1148
4080 Lemon Street
Riverside, California 92502
714-787-6372

Sacramento County District Attorney's Fraud Division
P.O. Box 749
Sacramento, California 95804
916-440-6823

Consumer Fraud Division
San Diego County District Attorney's Office
P.O. Box X-1011
San Diego, California 92112
714-236-2474

Assistant District Attorney
Consumer Fraud/Economic Crime Unit
San Francisco County District Attorney's Office
880 Bryant Street, Room 320
San Francisco, California 94103
415-553-1821

Deputy District Attorney
San Joaquin County District Attorney's Office
P.O. Box 50
Stockton, California 95201
209-944-3811

District Attorney
Consumer Unit
San Luis Obispo County District Attorney's Office
302 Courthouse Annex
San Luis Obispo, California 93408
805-549-5800

Deputy District Attorney
Consumer Fraud Unit
San Mateo County District Attorney's Office
Hall of Justice and Records
Redwood City, California 94063
415-363-4656

Deputy District Attorney
Consumer/Business Law Section
Santa Barbara County District Attorney's Office
118 East Figeroa
Santa Barbara, California 93101
805-963-6158

Santa Clara County Department of Consumer Affairs
1555 Berger Drive
San Jose, California 95112
408-299-4211

Consumer Fraud Unit
Santa Clara County District Attorney's Office
70 West Hedding Street, West Wing
San Jose, California 95110
408-275-9651

Division of Consumer Affairs
Santa Cruz County District Attorney's Office
701 Ocean Street, Room 240
Santa Cruz, California 95060
408-425-2054

Deputy District Attorney
Consumer Fraud Unit
Solano County District Attorney's Office
600 Union Avenue
Fairfield, California 94533
707-429-6451

Consumer Affairs Coordinator
Stanislaus County Office of Consumer Affairs
1100 H Street, 2nd Floor
Modesto, California 95354
209-523-7707

Deputy District Attorney
Consumer Fraud Unit
Stanislaus County District Attorney's Office
P.O. Box 442
Modesto, California 95353
209-577-0570

Supervising Deputy District Atttorney
Consumer Fraud Section
Ventura County District Attorney's Office
800 South Victoria Avenue
Ventura, California 93009
805-654-3110

Yolo County District Attorney
Consumer Fraud Division
P.O. Box 1247
Woodland, California 95695
916-666-8521

City Offices

Consumer Protection Section
Los Angeles City Attorney's Office
200 North Main Street
1700 City Hall East
Los Angeles, California 90012
213-485-4515

Consumer Protection Unit
San Diego City Attorney's Office
City Administration Building
202 C Street, 3rd Floor
San Diego, California 92101
714-236-6007

Consumer Division
Santa Monica City Attorney's Office
1685 Main Street, Room 310
Santa Monica, California 90401
213-393-9975 ext. 321

COLORADO

State Offices

Antitrust and Consumer Protection Enforcement Section
Office of Attorney General
1525 Sherman Street, 2nd Floor
Denver, Colorado 80203
303-866-3611

Consumer and Food Specialist
Colorado Department of Agriculture
1525 Sherman Street, 4th Floor
Denver, Colorado 80203
303-866-3561

Uniform Consumer Credit Code
Office of Attorney General
1525 Sherman Street, 2nd Floor
Denver, Colorado 80203
303-866-3611

County Offices

Archuleta, LaPlata and San Juan Counties

District Attorney
P.O. Box 3455
Durango, Colorado 81301
303-247-8850

Claire Villano
Executive Director
Denver County District Attorney's Consumer Office
1544 York Street
Denver, Colorado 80206
303-333-4224 or 7723 (Complaints)

Boulder County

Boulder County District Attorney's Consumer Office
P.O. Box 471
Boulder, Colorado 80306
303-441-3700

El Paso and Teller Counties

District Attorney's Consumer Office
27 East Vermijo, Suite 413
County Office Building
Colorado Springs, Colorado 80903
303-471-5861

Larimer County

District Attorney's Consumer Office
Rocky Mountain Bank Building
P.O. Box 1489
Fort Collins, Colorado 80522
303-221-7200

Pueblo County

District Attorney's Consumer Office
Courthouse
Tenth and Main Streets
Pueblo, Colorado 81003
303-544-0075

Weld County

District Attorney's Consumer Office
P.O. Box 1167
Greeley, Colorado 80632
303-356-4000 ext. 743

CONNECTICUT

State Offices

Department of Consumer Protection
State Office Building
165 Capitol Avenue
Hartford, Connecticut 06115
203-566-4999
800-842-2649

Antitrust/Consumer Protection
Office of Attorney General
30 Trinity Street
Hartford, Connecticut 06115
203-566-5374

City Office

Office of Consumer Protection
City Hall
Middletown, Connecticut 06457
203-347-4671 ext. 216

DELAWARE

State Offices

Delaware Division of Consumer Affairs
Department of Community Affairs and Economic Development
820 North French Street, 4th Floor
Wilmington, Delaware 19801
302-571-3250

Economic Crime and Consumer Rights Division
Department of Justice
820 North French Street
Wilmington, Delaware 19801
302-571-3849

DISTRICT OF COLUMBIA

D.C. Office of Consumer Protection
1424 K Street, NW, 2nd Floor
Washington, D.C. 20005
202-727-1158

FLORIDA

State Offices

Division of Consumer Services
110 Mayo Building
Tallahassee, Florida 32304
904-488-2221
800-342-2176 (Florida only)

Consumer Protection Division
Office of Attorney General
State Capitol
Tallahassee, Florida 32301
904-488-3266

Office of the Comptroller
State Capitol
Tallahassee, Florida 32301
904-488-0286

Office of Public Counsel
4 Holland Building
Tallahassee, Florida 32301
904-488-9330
(Litigation only)

Department of Business Regulation
The Johns Building
5 South Bronough Street
Tallahassee, Florida 32304
904-488-7114

County Offices

Brevard County Consumer Fraud Division
State Attorney's Office
County Courthouse
Titusville, Florida 32780
305-269-8401

Broward County Consumer Affairs Division
236 SE First Avenue, 6th Floor
Fort Lauderdale, Florida 33301
305-765-5306

Metro Dade County Consumer Protection Division
140 West Flagler Street, 16th Floor
Miami, Florida 33130
305-579-4222

Consumer Protection Division
South Dade County Government Center
10710 SW 211th Street
Miami, Florida 33189
305-232-1810 ext. 285

Assistant State Attorney
Dade County Consumer Fraud Division
Office of State Attorney
1351 NW 12th Street
Miami, Florida 33125
305-547-5200

Consumer Advocate
Metropolitan Dade County
44 West Flagler Street
Miami, Florida 33130
305-579-4206

Assistant State Attorney for **Manatee, Sarasota and DeSoto Counties**
Office of State Attorney
2070 Main Street
Sarasota, Florida 33577
813-955-0918

Consumer Affairs Officer
Duval County Division of Consumer Affairs
Department of Human Resources
614 City Hall
Jacksonville, Florida 32202
904-633-3429 or 633-3940

Hillsborough County Department of Consumer Affairs
305 North Morgan, Suite 707
Tampa, Florida 33602
813-272-6750

Palm Beach County Department of Consumer Affairs
324 Datura Street
Commerce Building, Suite 300
West Palm Beach, Florida 33401
305-837-2670

Palm Beach County Economic Crime Division
Office of State Attorney
P.O. Drawer 2905
West Palm Beach, Florida 33402
305-837-2391

Pasco County Consumer Affairs Division
4025 Moon Lake Road
New Port Richey, Florida 33568
813-847-8110

Pinellas County Office of Consumer Affairs
801 West Bay Drive, Suite 601
Largo, Florida 33540
813-448-3801

Seminole County Consumer Fraud Division
Office of State Attorney
Seminole County Courthouse
Sanford, Florida 32771
305-322-7534

City Offices

Lauderhill Consumer Affairs Committee
1080 NW 47th Avenue
Lauderhill, Florida 33313
305-583-1045

Tamarac Board of Consumer Affairs
5811 NW 88th Avenue
Tamarac, Florida 33321
305-722-5900 ext. 27

GEORGIA

State Offices

Governor's Office of Consumer Affairs
205 Butler Street, S.E., Suite 356
Atlanta, Georgia 30334
404-656-7000
800-282-5808 (Georgia Only)

Attorney for Deceptive Practices
Office of Attorney General
228 State Judicial Building
Atlanta, Georgia 30334
404-656-3357

City Office

Mayor's Office of Community and Consumer Affairs
City Hall - 68 Mitchell Street, SW
Memorial Drive Annex
Atlanta, Georgia 30303
404-658-6105

HAWAII

State Office

Governor's Office of Consumer Protection
250 South King Street
P.O. Box 3767
Honolulu, Hawaii 96812
800-548-2560 (Administrative and Legal–Hawaii Only)
800-548-2540 (Complaints–Hawaii Only)

Branch Offices

Governor's Office of Consumer Protection
P.O. Box 191
Lihue, Kauai, Hawaii 96766
808-245-4365

Governor's Office of Consumer Protection
P.O. Box 1098
Wailuku, Maui, Hawaii 96793
808-244-4387

Governor's Office of Consumer Protection
75 Aupuni Street
Hilo, Hawaii 96720
808-961-7433

IDAHO

State Office

Business Regulation Division
Office of Attorney General
State Capitol
Boise, Idaho 83720
208-334-2400

ILLINOIS

State Offices

Governor's Office of Interagency Cooperation
160 N. Lasalle Street, Suite 2010
Chicago, Illinois 60601
312-793-2773

Consumer Protection Division
Office of Attorney General
500 South Second Street
Springfield, Illinois 62706
217-782-9011

Consumer Protection Division
Office of Attorney General
228 North LaSalle, Room 1242
Chicago, Illinois 60601
312-793-3580

County Offices

Consumer Fraud Division
Cook County Office of State's Attorney
303 Daley Center
Chicago, Illinois 60602
312-443-8425

Madison County Office of State's Attorney
103 Purcell Street, 3rd Floor
Edwardsville, Illinois 62025
618-692-4550

City Offices

Chicago Department of Consumer Services
121 North LaSalle Street, Room 808
Chicago, Illinois 60602
312-744-4090

Des Plaines Consumer Protection Commission
1420 Miner Street
Des Plaines, Illinois 60016
312-297-1200 ext. 258

INDIANA

State Office

Consumer Protection Division
Office of Attorney General
219 State House
Indianapolis, Indiana 46204
317-232-6330 or 6331
800-382-5516 (Indiana only)

County Offices

Lake County Prosecuting Attorney
2293 North Main Street
Crown Point, Indiana 46307
219-738-9055

Marion County Prosecuting Attorney
560 City-County Building
Indianapolis, Indiana 46204
317-633-3522

Vanderburgh County Prosecuting Attorney
First Judicial Circuit
Room 220, Courts Building
Civic Center Complex
Evansville, Indiana 47708
812-426-5150

City Office

Gary Office of Consumer Affairs
Annex East
1100 Massachusetts
Gary, Indiana 46407
219-944-6475

IOWA

State Offices

Consumer Protection Division
Office of Attorney General
1300 East Walnut, 2nd Floor
Des Moines, Iowa 50319
515-281-5926

Iowa Citizens' Aid Ombudsman
515 East 12th Street
Des Moines, Iowa 50319
515-281-3592

KANSAS

State Office

Consumer Protection and Antitrust Division
Office of Attorney General
Kansas Judicial Center, 2nd Floor
Topeka, Kansas 66612
913-296-3751
800-432-2310 (Kansas only)

County Offices

Consumer Fraud Division
Johnson County District Attorney's Office
Johnson County Courthouse, Box 728
Olathe, Kansas 66061-0728
913-782-5000 ext. 317, 318

Consumer Fraud and Economic Crime Division
Sedgwick County District Attorney's Office
Sedgwick County Courthouse
Wichita, Kansas 67203
316-268-7921

Shawnee County District Attorney's Office
212 Shawnee County Courthouse
Topeka, Kansas 66603
913-295-4340

City Offices

Kansas City Department of Consumer Affairs
701 North Seventh Street, Room 969
Kansas City, Kansas 66101
913-371-2000 ext. 230, 231

Topeka Consumer Protection Division
City Attorney's Office
215 East Seventh Street
Topeka, Kansas 66603
913-295-3883

KENTUCKY

State Office

Consumer Protection Division
Office of Attorney General
209 St. Clair Street
Frankfort, Kentucky 40601
502-564-2200
800-432-9257 (Kentucky only)

County Office

Jefferson County Consumer Protection Department
208 South Fifth Street, Room 401
Louisville, Kentucky 40202
502-581-6280

City Office

Owensboro Consumer Affairs Commission
101 East Fourth Street
Owensboro, Kentucky 42301
502-684-7251 ext. 8230

LOUISIANA

State Offices

State Office of Consumer Protection
2610A Wooddale Boulevard
P.O. Box 44091, Capitol Station
Baton Rouge, Louisiana 70804
504-925-4401
800-272-9868 (Louisiana Only)

Consumer Protection Section
Office of Attorney General
1885 Wooddale Boulevard, Suite 1205
Baton Rouge, Louisiana 70806
504-925-4181

Office of Marketing
Department of Agriculture
P.O. Box 44184, Capitol Station
Baton Rouge, Louisiana 70804
504-292-3600

County Office

Consumer Protection and Commercial Fraud Division
Jefferson Parish District Attorney's Office
New Courthouse Annex, 5th Floor
Gretna, Louisiana 70053
504-368-1020

MAINE

State Offices

Consumer Fraud Division
Office of Attorney General
State House Station No. 6
Augusta, Maine 04333
207-289-3716

Bureau of Consumer Protection
Department of Business Regulation
State House Station No. 35
Augusta, Maine 04333
207-289-3731

MARYLAND

State Offices

Consumer Protection Division
Office of Attorney General
26 South Calvert Street
Baltimore, Maryland 21202
301-383-3713

Office of Licensing and Consumer Services
Motor Vehicle Administration
6601 Ritchie Highway, NE
Glen Burnie, Maryland 21062
301-768-7420

County Offices

Anne Arundel County Board of Consumer Affairs
Arundel Center
Annapolis, Maryland 21401
301-224-6750 ext. 7300 (Baltimore)
202-261-8250 ext. 7300 (Washington, D.C.)

Howard County Office of Consumer Affairs
Carroll Building
3450 Courthouse Drive
Ellicott City, Maryland 21043
301-992-2176

Montgomery County Office of Consumer Affairs
611 Rockville Pike
Rockville, Maryland 20852
301-279-1776

City Offices

Baltimore Major Fraud Unit
309 Court House
Baltimore, Maryland 21202
301-396-4997 (Major cases)

Executive Director
Prince George's County Consumer Protection Commission
1142 County Administration Building
Upper Marlboro, Maryland 20870
301-952-4700

MASSACHUSETTS

State Offices

Self-Help Consumer Information Office
Executive Office of Consumer Affairs
John W. McCormack Building
One Ashburton Place, Room 1411
Boston, Massachusetts 02108
617-727-7780

Consumer Protection Division
Department of Attorney General
One Ashburton Place, 19th Floor
Boston, Massachusetts 02108
617-727-8400

County Offices

Franklin County Consumer Protection Agency
District Attorney's Office
Courthouse
Greenfield, Massachusetts 01301
413-774-5102

Hampden County Consumer Action Center
17 Wilbrahan Road, P.O. Box 1449
Springfield, Massachusetts 01101
413-737-4376

Consumer Protection Agency
Hampshire County District Attorney's Office
Courthouse, 15 Gothic Street
Northampton, Massachusetts 01060
413-584-1597

Worcester County (Central Massachusetts) Legal Services
339 Main Street
Worcester, Massachusetts 01608
617-752-3718

City Offices

Mayor's Office of Consumer Affairs and Licensing
1 City Hall Plaza, Room 703
Boston, Massachusetts 02201
617-725-3320

Consumer Division
Lowell Community Team Work, Inc.
167 Dutton Street
Lowell, Massachusetts 01852
617-459-0551 or 6161

MICHIGAN

State Offices

Consumer Protection Division
Office of Attorney General
690 Law Building
Lansing, Michigan 48913
517-373-0573

Michigan Consumers Council
414 Hollister Building
106 North Allegan Street
Lansing, Michigan 48933
517-373-0947

County Offices

Bay County Consumer Protection Unit
Bay County Building
Bay City, Michigan 48706
517-893-3594

Genesee County Consumer Affairs
206 South Center Road
Burton, Michigan 48529
313-257-3161

Consumer Fraud Unit
Macomb County Office of Prosecuting Attorney
Macomb Court Building, 6th Floor
Mt. Clemens, Michigan 48043
313-469-5600

Consumer Action Center
Washtenax County Office of Prosecuting Attorney
120 Catherine Street
P.O. Box 8645
Ann Arbor, Michigan 48107
313-994-2420

City Office

City of Detroit Consumer Affairs Department
1600 Cadillac Tower
Detroit, Michigan 48226
313-224-3508

MINNESOTA

State Offices

Consumer Protection Division
Office of Attorney General
200 Ford Building
117 University Avenue
St. Paul, Minnesota 55155
612-296-3353

Governor's Office of Consumer Services
Seventh and Roberts Streets
St. Paul, Minnesota 55101
612-296-4512
612-296-2331 (Complaints)

County Office

Hennepin County Citizen Protection and Economic Crime Unit
C2100 County Government Center
Minneapolis, Minnesota 55487
612-348-8105
612-348-4528 (Complaints)

City Office

Consumer Affairs Division
Minneapolis Department of Licenses and Consumer Services
101 A City Hall
Minneapolis, Minnesota 55415
612-348-2080

MISSISSIPPI

State Offices

Consumer Protection Division
Office of Attorney General
P.O. Box 220
Jackson, Mississippi 39205
601-961-4244

Consumer Protection Division
Department of Agriculture and Commerce
High and President Streets
P.O. Box 1609
Jackson, Mississippi 39205
601-354-6258

MISSOURI

State Offices

Trade Offense Division
Office of Attorney General
Supreme Court Building
P.O. Box 899
Jefferson City, Missouri 65102
314-751-2616

Missouri Department of Consumer Affairs, Regulation, and Licensing
P.O. Box 1157
Jefferson City, Missouri 65102
314-751-4996

MONTANA

State Offices

Consumer Affairs Unit
Department of Commerce
1424 Ninth Avenue
Helena, Montana 59620
406-449-3163

County Office

Missoula County Attorney
County Courthouse
Missoula, Montana 59801
406-721-5700

NEBRASKA

State Office

Consumer Protection Division
Department of Justice
605 South 14th Street
Lincoln, Nebraska 68509
402-471-2682

County Office

Consumer Fraud Division
Douglas County Attorney's Office
909 Omaha-Douglas Civic Center
Omaha, Nebraska 68183
402-444-7625

NEVADA

State Offices

Consumer Affairs Division
Office of Attorney General
2501 East Sahara Avenue, 3rd Floor
Las Vegas, Nevada 89105
702-386-5293

Consumer Affairs Division
Department of Commerce
2501 East Sahara Avenue
Las Vegas, Nevada 89105
702-386-5293

County Office

Washoe County Consumer Protection Division
District Attorney's Office
P.O. Box 11130
Reno, Nevada 89520
702-785-5652

NEW HAMPSHIRE

State Office

Consumer Protection and Antitrust Division
Office of Attorney General
State House Annex
Concord, New Hampshire 03301
603-271-3641

NEW JERSEY

State Offices

Division of Consumer Affairs
Department of Law and Public Safety
1100 Raymond Boulevard, Room 504
Newark, New Jersey 07102
201-648-4010

Department of Public Advocate
P.O. Box 141
Trenton, New Jersey 08625
609-292-7087
800-792-8600 (State agency action only)

Deputy Attorney General
Division of Law
1100 Raymond Boulevard, Room 315
Newark, New Jersey 07102
201-648-4732

New Jersey Office of Consumer Protection
1100 Raymond Boulevard, Room 405
Newark, New Jersey 07102
201-648-4019

County Offices

Atlantic County Consumer Affairs
1601 Atlantic Avenue, 7th Floor
Atlantic City, New Jersey 08401
609-345-6700 ext 475

Bergen County Consumer Affairs
355 Main Street
Hackensack, New Jersey 07601
201-646-2650

Burlington County Consumer Affairs
54 Grant Street
Mount Holly, New Jersey 08060
609-261-5054

Camden County Consumer Affairs
Camden County Administration Building
600 Market Street (Lower Level)
Camden, New Jersey 08101
609-757-8387

Cape May County
Central Mail Room
Cape May Court House,
New Jersey 08210
609-465-7111 ext. 399

Cumberland County Consumer Affairs
788 East Commerce Street
Bridgeton, New Jersey 08302
609-451-8000

Essex County Consumer Services
900 Bloomfield Avenue
Verona, New Jersey 07044
201-226-1571

Gloucester County Consumer Affairs
The Cotton Building
One South Broad Street
Woodbury, New Jersey 08096
609-845-1600

Hudson County Consumer Affairs
County Administration Building
595 Newark Avenue
Jersey City, New Jersey 07306
201-792-3737 ext. 252, 219

Hunterdon County Consumer Affairs
P.O. Box 198
Califon, New Jersey 07830
201-832-5621

Mercer County Consumer Affairs
640 South Broad Street
Trenton, New Jersey 08611
609-989-6671

Middlesex County Consumer Affairs
841 Georges Road
North Brunswick, New Jersey 08902
201-745-2787

Monmouth County Consumer Affairs
Hall of Records
Main Street
Freehold, New Jersey 07728
201-431-7900

Morris County Consumer Affairs
Court House
32 Washington Street
Morristown, New Jersey 07900
201-285-2811

Ocean County Consumer Affairs
C.N. 2191, County Administration Building, Room 225
Toms River, New Jersey 08753
201-929-2105 or 609-693-5011

Passaic County Consumer Affairs
County Administration Building
309 Pennsylvania Avenue
Paterson, New Jersey 07503
201-881-4547

Salem County Consumer Affairs
County Administration Building
P.O. Box 24
Salem, New Jersey 08079
609-935-7510 ext. 301

Somerset County Consumer Affairs
County Administration Building
Somerville, New Jersey 08876
201-725-4700 ext. 306

Union County Consumer Affairs
P.O. Box 186
300 North Avenue East
Westfield, New Jersey 07091
201-233-0502

Warren County Consumer Affairs
Court House Annex
Belvidere, New Jersey 07825
201-475-5361 ext. 353

City Offices

Belleville Consumer Affairs
Municipal Building
Belleville, New Jersey 07109
201-759-9100

Brick Consumer Affairs
Municipal Building
Brick, New Jersey 08723
201-477-3000 ext. 201

Cedar Grove Consumer Affairs
Town Hall, 525 Pompton Avenue
Cedar Grove, New Jersey 07009
201-239-1410

Cinnaminson Consumer Affairs
Municipal Building
1621 Riverton Road
Cinnaminson, New Jersey 08072
609-829-6000

Clark Consumer Affairs
Municipal Building
Westfield Avenue
Clark, New Jersey 07066
201-388-3600

Clifron Consumer Affairs
City Hall, 900 Clifton Avenue
Clifton, New Jersey 07015
201-473-2600 ext. 297

Cranford Consumer Affairs
Municipal Building
8 Springfield Avenue
Cranford, New Jersey 07016
201-276-8900

Denville Consumer Affairs
Municipal Building, Main Street
Denville, New Jersey 07834
201-627-8900

Deptford Township Consumer Affairs
542 Penn Boulevard
Woodbury, New Jersey 08906
609-845-5300 ext. 262, 375

Dunellen Consumer Affairs
Borough of Dunellen
P.O. Box 174
Dunellen, New Jersey 08812
201-752-0009

East Brunswick Consumer Affairs
Municipal Building, Ryder Lane
East Brunswick, New Jersey 08816
201-254-4600

Edison Consumer Affairs
Municipal Building
Edison, New Jersey 08817
201-287-0900

Elizabeth Consumer Affairs
City Hall
60 West Scott Place
Elizabeth, New Jersey 07203
201-353-6000 ext. 376

Englewood Consumer Affairs
Municipal Building
9 West Street
Englewood, New Jersey 07631
201-567-1800 ext. 208

Fort Lee Consumer Affairs
Borough Hall
Fort Lee, New Jersey 07024
201-947-5235

Freehold Consumer Affairs
Municipal Plaza
Schanck Road
Freehold, New Jersey 07728
201-462-7900

Garwood Consumer Affairs
Borough Hall, Center Street
Garwood, New Jersey 08027
201-789-0689

Glen Rock Consumer Affairs
Borough Hall, Harding Plaza
Glen Rock, New Jersey 07452
201-447-2555

Hackensack Consumer Affairs
Municipal Building
65 Central Avenue
Hackensack, New Jersey 07602
201-342-3000 ext. 216

Hoboken Consumer Affairs
City Hall
Washington Street
Hoboken, New Jersey 07030
201-420-2038

Kearny Consumer Affairs
26 North Midland Avenue
Kearny, New Jersey 07032
201-991-9282

Linden Consumer Affairs
City Hall, North Wood Avenue
Linden, New Jersey 07036
201-486-3800

Livingston Consumer Affairs
Township Hall
357 South Livingston Avenue
Livingston, New Jersey 07039
201-992-2244

Lodi Consumer Affairs
Boro Hall, 59 Main Street
Lodi, New Jersey 07644
201-777-9100 ext. 234

Long Branch Consumer Affairs
Municipal Building, 344 Broadway
Long Branch, New Jersey 07740
201-222-7000

Madison Consumer Affairs
Hartley Dodge Memorial
Madison, New Jersey 07940
201-377-8000

Matawan Consumer Affairs
Borough Hall
150 Main Street
Matawan, New Jersey 07747
201-566-2113

Middlesex Boro Consumer Affairs
1200 Mountain Avenue
Middlesex, New Jersey 08846
201-356-8090

Millburn Consumer Affairs
Town Hall, 375 Millburn Avenue
Millburn, New Jersey 07041
201-376-2030

Morristown Consumer Affairs
Municipal Building
110 South Street
Morristown, New Jersey 07960
201-538-2637

Mountainside Consumer Affairs
Municipal Building
1385 Route 22
Mountainside, New Jersey 07092
201-232-2400

Newark Office of Consumer Action (for North and East Wards)
City Hall
920 Broad Street, Room B-23
Newark, New Jersey 07102
201-733-8000

Newark Office of Consumer Affairs (for Central, South and West Wards)
598 South 11th Street
Newark, New Jersey 07103
201-733-8000

New Milford Consumer Affairs
Borough Hall
930 River Road
New Milford, New Jersey 07640
201-262-6100

New Providence Consumer Affairs
Borough Hall
New Providence, New Jersey 07974
201-665-1400

Nutley Consumer Affairs
City Hall, 228 Chestnut Street
Nutley, New Jersey 07110
201-667-3300

Paramus Consumer Affairs
Borough Hall, Jockish Square
Paramus, New Jersey 07652
201-265-2100

Parsippany Consumer Affairs
Municipal Building
1001 Parsippany Boulevard
Parsippany, New Jersey 07054
201-263-7152

Passaic City Consumer Affairs
City Hall, 330 Passaic Street
Passaic, New Jersey 07055
201-365-5520

Perth Amboy Consumer Affairs
City Hall, 44 Market Street
Perth Amboy, New Jersey 08861
201-826-0290 ext. 39

Plainfield Consumer Affairs
City Hall
Watchung Avenue
Plainfield, New Jersey 07061
201-753-3229

Red Bank Consumer Affairs
Municipal Building
32 Monmouth Street
Red Bank, New Jersey 07701
201-842-6110

Rockaway Township Consumer Affairs
Municipal Building
19 Mount Hope Road
Rockaway, New Jersey 07866
201-627-7200

Rutherford Consumer Affairs
176 Park Avenue
Rutherford, New Jersey 07070
201-939-1444

Secaucus Consumer Affairs
Municipal Building
1203 Paterson Plank Road
Secaucus, New Jersey 07094
201-330-2000

Sparta Consumer Affairs
65 Main Street
Sparta, New Jersey 07870
201-729-6174

Summit Consumer Affairs
City Hall
512 Springfield Avenue
Summit, New Jersey 07901
201-273-6400

Teaneck Consumer Affairs
Municipal Building
818 Teaneck Road
Teaneck, New Jersey 07666
201-837-1600

Union City Consumer Affairs
507 26th Street
Union City, New Jersey 07087
201-866-2255 ext. 42

Union Township Consumer Affairs
Municipal Building
1976 Morris Avenue
Union, New Jersey 07083
201-688-2800 ext. 240

Wayne Township Consumer Affairs
Municipal Building
475 Valley Road
Wayne, New Jersey 07470
201-694-1800 ext. 246

Weehawken Consumer Affairs
City Hall, 400 Park Avenue
Weehawken, New Jersey 07087
201-861-7000 ext. 230

West New York Consumer Affairs
Municipal Building
428 60th Street
West New York, New Jersey 07093
201-861-7000 ext. 230

West Orange Consumer Affairs
Municipal Building
66 Main Street
West Orange, New Jersey 07052
201-325-4121

Wildwood Action Line
4400 New Jersey Avenue
Wildwood, New Jersey 08260
609-729-4444

Willingboro Consumer Affairs
Municipal Complex, Salem Road
Willingboro, New Jersey 08046
609-877-2200

Woodbridge Township Consumer Affairs
Municipal Building
One Main Street
Woodbridge, New Jersey 07095
201-634-4500 ext. 231

NEW MEXICO

State Office

Consumer and Economic Crime Division
Office of Attorney General
P.O. Box 1508
Santa Fe, New Mexico 87503
505-982-6916

County Office

Consumer Affairs Division
Bernalillo County District Attorney's Office
15 Tijeras
Albuquerque, New Mexico 87102
505-848-1000

NEW YORK

State Offices

New York State Consumer Protection Board
99 Washington Avenue
Albany, New York 12210
518-474-8583

Consumer Frauds and Protection Bureau
Office of Attorney General
State Capitol
Albany, New York 12224
518-474-8686

County Offices

Consumer Fraud Bureau
Erie County District Attorney's Office
25 Delaware Avenue
Buffalo, New York 14202
716-855-2424

Erie County Consumer Protection Committee
95 Franklin Street
Buffalo, New York 14202
716-846-6690

Assistant District Attorney
Consumer Frauds and Economic Crimes Bureau
Kings County District Attorney's Office
210 Joralemon Street
Brooklyn, New York 11201
212-834-5000 (Complaints of criminal nature only)

Nassau County Office of Consumer Affairs
160 Old Country Road
Mineola, New York 11501
516-535-3100

Nassau County Commercial Frauds and Environmental Investigations Bureau
262 Old Country Road
Mineola, New York 11501
516-535-2164

Oneida County Consumer Affairs
County Office Building
800 Park Avenue
Utica, New York 13501
315-798-5601

Onodaga County Office of Consumer Affairs
County Civic Center
421 Montgomery Street
Syracuse, New York 13202
315-425-3479

Orange County Department of Weights and Measures and Consumer Affairs
99 Main Street, Courthouse Annex
Goshen, New York 10924
914-294-5151 ext. 162

Orange County District Attorney's Office of Consumer Affairs
County Government Center
Goshen, New York 10924
914-294-5471

Putnam County Department of Consumer Affairs
County Office Building
Carmel, New York 10512
914-225-3641 ext. 215

Rensselaer County Citizens Affairs
1600 Seventh Avenue
Troy, New York 12180
518-270-5444

Rockland County Office of Consumer Protection
County Office Building
18 New Hampstead Road
New City, New York 10956
914-425-5280

Steuben County Department of Weights and Measures and Consumer Affairs
40 East Steuben Street
Bath, New York 14810
607-776-4949

Suffolk County Department of Consumer Affairs
Suffolk County Center
Hauppage, Long Island, New Yrok 11787
516-360-4618

Ulster County Consumer Fraud Bureau
285 Wall Street
Kingston, New York 12401
914-339-5680

Warren County Weights and Measures and Consumer Protection
Municipal Center
Lake George, New York 12845
518-792-9951 ext. 264

Frauds Bureau
Westchester County District Attorney's Office
111 Grove Street
County Courthouse
White Plains, New York 10601
914-682-3300

City Offices

Babylon Consumer Protection Board
200 East Sunrise Highway
Lindenhurst, New York 11757
516-957-3021

Brookhaven Citizens' Advocate
Town of Brookhaven
475 East Main Street
Patchoque, New York 11772
516-654-7929

Colonie Consumer Protection Board
Memorial Town Hall
Newtonville, New York 12128
518-783-2790

Cortlandt Consumer Affairs Bureau
Municipal Building
Croton-on-Hudson, New York 10520
914-271-6651

Huntington Consumer Protection Board
100 Main Street
Town Hall
Huntington, New York 11743
516-351-3007

Islip Town Citizens Action Bureau
Islip Town Hall
50 Irish Lane
East Islip, New York 11730
516-224-5510

Mt. Vernon Office of Consumer Affairs
City Hall
Mt. Vernon, New York 10550
924-668-6000 ext. 231

New York City Department of Consumer Affairs
80 Lafayette Street
New York, New York 10013
212-566-5456

Bronx Neighborhood Office
New York City Department of Consumer Affairs
1932 Arthur Avenue
Bronx, New York 10457
212-299-1400

Brooklyn Neighborhood Office
New York City Department of Consumer Affairs
209 Joralemon Street, Room No. 6
Brooklyn, New York 11201
212-596-4780

Harlem Neighborhood Office
New York City Department of Consumer Affairs
227 East 116th Street
New York, New York 10029
212-348-0600

Queens Neighborhood Office
New York City Department of Consumer Affairs
120-55 Queens Boulevard
Room 203
Kew Gardens, New York 11424
212-261-2922 or 2923

Staten Island Neighborhood Office
New York City Department of Consumer Affairs
Staten Island Bureau Hall
Staten Island, New York 10301
212-390-5154 or 5155

Orangeburg Consumer Protection Board
Orangeburg Town Hall
26 Orangeburg Road
Orangeburg, New York 10962-1798
914-359-5100

Oswego Office of Consumer Affairs
City Hall
Oswego, New York 13126
315-342-5600 ext. 53

Ramapo Consumer Protection Board
Ramapo Town Hall, Route 59
Suffern, New York 10901
914-357-5100 ext. 267

Schenectady Bureau of Consumer Protection
22 City Hall
Schenectady, New York 12305
518-382-5061

Syracuse Consumer Affairs Office
422 City Hall
223 East Washington Street
Syracuse, New York 13202
315-473-3240

White Plains Department of Weights and Measures
279 Hamilton Avenue
White Plains, New York 10601
914-682-4273

Yonkers Office of Consumer Protection
201 Palisade Avenue
Yonkers, New York 10703
914-965-0707
914-963-3980 ext. 301

NORTH CAROLINA

State Offices

Consumer Protection Division
Department of Justice Building
P.O. Box 629
Raleigh, North Carolina 27602
919-733-7741

Office of Consumer Services
Department of Agriculture
P.O. Box 27647
Raleigh, North Carolina 27611
919-733-7125

NORTH DAKOTA

State Offices

Attorney General for the State of North Dakota
State Capitol Building
Bismarck, North Dakota 58505
701-224-2210

Consumer Fraud Division
Office of Attorney General
State Capitol Building
Bismarck, North Dakota 58505
701-224-3404
800-472-2600 (North Dakota only)

Consumer Affairs Office
State Laboratories Department
Box 937
Bismarck, North Dakota 58505
701-224-2485
800-472-2927 (North Dakota only)

County Office

Quad County Community Action Agency
27½ South Third Street
Grand Forks, North Dakota 58201
701-746-5431

OHIO

State Office

Consumer Frauds and Crimes Section
Office of Attorney General
30 East Broad Street, 15th Floor
Columbus, Ohio 43215
614-466-8831 or 4986
1-800-282-0515 (Ohio Only)

County Offices

Economic Crime Division
Franklin County Office of Prosecuting Attorney
Hall of Justice
369 South High Street
Columbus, Ohio 43215
614-462-3248

Jay Hyman, Director
Greene County Community Action Committee
194 East Church Street
Xenia, Ohio 45385
513-376-1351

Consumer Protection Division
Lake County Office of Prosecuting Attorney
Lake County Court House
Painesville, Ohio 44077
216-332-6281 ext. 281

Medina County Prosecutor's Office
219 East Washington Street
Medina, Ohio 44256
216-723-3641 ext. 38

Montgomery County Fraud Section
County Courts Building
41 North Perry
Dayton, Ohio 45422
513-228-5126

Portage County Prosecutor's Office
Consumer Protection Division
247 South Chestnut Street
Ravenna, Ohio 44266
216-296-4593

Summit County Bureau of Investigations
53 East Center Street
Akron, Ohio 44308
216-379-5510

City Offices

Akron Division of Weights and Measures and Consumer Protection
1420 Triplett Boulevard
Akron, Ohio 44306
216-375-2878

Canton City Sealer and Commissioner of Consumer Protection
919 Walnut Avenue, NE
Canton, Ohio 44704
216-489-3065

Cincinnati Consumer Protection Division
City Solicitor's Office
236 City Hall
Cincinnati, Ohio 45202
513-352-3971

Cleveland Office of Consumer Affairs
119 City Hall
601 Lakeside Avenue
Cleveland, Ohio 44114
216-664-3200

Columbus Community Services
50 West Gay Street, 4th Floor
Columbus, Ohio 43215
614-222-7144

Dayton Consumer Advocate
Division of Consumer Services
7 East 4th Street, Room 824
Dayton, Ohio 45402
513-225-5048

Youngstown Division of Consumer Affairs
Mill Creek Community Center
496 Glenwood Avenue
Youngstown, Ohio 44502
216-747-3561

OKLAHOMA

State Offices

Department of Consumer Credit
D82 Jim Thorpe Building
Oklahoma City, Oklahoma 73105
405-521-3653

Office of Attorney General
112 State Capitol Building
Oklahoma City, Oklahoma 73105-4894
405-521-3921

OREGON

State Offices

Consumer Protection and Services Division
Department of Justice
500 Pacific Building
520 SW Yamhill Street
Portland, Oregon 97204
503-229-5522

Oregon Department of Agriculture
635 Capitol Street NE
Salem, Oregon 97310
503-378-4665
1-800-452-7813 (Oregon only)

PENNSYLVANIA

State Offices

Bureau of Consumer Protection
Office of Attorney General
Strawberry Square - 15th Floor
Harrisburg, Pennsylvania 17120
717-787-9707

Office of Consumer Advocate
Office of Attorney General
1425 Strawberry Square
Harrisburg, Pennsylvania 17120
717-783-5048 (Utilities only)

County Offices

Beaver County Alliance for Consumer Protection
Public Works Building, Route 51
Fallston, Pennsylvania 15066
412-728-5700 ext. 422

Bucks County Department of Consumer Protection
Administration Annex
Broad and Union Streets
Doylestown, Pennsylvania 18901
215-348-2911

Chester County Bureau of Weights and Measures and Consumer Affairs
326 North Walnut Street
West Chester, Pennsylvania 19380
215-431-6150

Cumberland County Bureau of Consumer Affairs
114 North Hanover
Carlisle, Pennsylvania 17013
717-249-5802

Delaware County Office of Consumer Affairs, Weights and Measures
Toal Building
Second and Orange Streets
Media, Pennsylvania 19063
215-891-4865

Indiana County Consumer Affairs Bureau
P.O. Box 187
Indiana, Pennsylvania 15701
412-465-5531

Lancaster County Consumer Protection Commission
P.O. Box 3480
50 North Duke Street
Lancaster, Pennsylvania 17603
717-299-7921

Montgomery County Consumer Affairs Department
County Courthouse
Norristown, Pennsylvania 19404
215-278-3565

Westmoreland County Bureau of Consumer Affairs
911 South Main, P.O. Box Q
Greensburg, Pennsylvania 15601
412-836-6170

City Offices

Mayor's Office of Consumer Services
121 City Hall
Philadelphia, Pennsylvania 19107
215-686-7595

Economic Crime Unit
Philadelphia District Attorney's Office
1300 Chestnut Street
Philadelphia, Pennsylvania 19107
215-875-6038

RHODE ISLAND

State Offices

Consumer Protection Unit
Department of Attorney General
72 Pine Street
Providence, Rhode Island 02903
401-277-3163

Rhode Island Consumers' Council
365 Broadway
Providence, Rhode Island 02909
401-277-2764

SOUTH CAROLINA

State Offices

Office of Citizens Service
Office of the Governor
P.O. Box 11450
Columbia, South Carolina 29211
803-758-3261

Department of Consumer Affairs
2221 Devine Street, P.O. Box 5757
Columbia, South Carolina 29250
803-758-2040
800-922-1594 (South Carolina only)

Consumer Fraud and Antitrust Section
Office of Attorney General
P.O. Box 11549
Columbia, South Carolina 29211
803-758-3040

Office of Executive Policy and Program
1205 Pendleton Street, Room 412
Columbia, South Carolina 29201
803-758-2249

SOUTH DAKOTA

State Office

Division of Consumer Protection
Office of Attorney General
Insurance Building
Pierre, South Dakota 57501
605-773-4400
800-592-1865 (South Dakota only)

TENNESSEE

State Offices

Division of Consumer Affairs
Department of Agriculture
Ellington Agriculture Center
Box 40627, Melrose Station
Nashville, Tennessee 37204
615-741-1461
800-342-8385 (Tennessee only)

Antitrust and Consumer Protection Division
Office of Attorney General
450 James Robertson Parkway
Nashville, Tennessee 37219
615-741-2672

City Office

Nashville Mayor's Office of Consumer Affairs
107 Metro Courthouse
Nashville, Tennessee 37201
615-259-6047

TEXAS

State Office

Consumer Protection and Antitrust Division
Office of Attorney General
P.O. Box 12548, Capitol Station
Austin, Texas 78711
512-475-3288

County Offices

Dallas County Consumer Fraud Division
Special Crime Division
2700 Stemmons Expressway
500 Stemmons Tower East
Dallas, Texas 75207
214-630-6300

Harris County Consumer Fraud Division
Office of District Attorney
201 Fannin, Suite 200
Houston, Texas 77002
713-221-5836

Tarrant County Economic Crimes
200 West Belknap Street
Fort Worth, Texas 76102
817-334-1397 (Criminal Consumer Fraud)

Travis County Consumer Affairs Office
Suite 624B
North Pleasant Valley Road
Austin, Texas 78702
512-473-9133

District Attorney for **Austin, Fayette and Waller Counties**
Post Office Drawer 10
Bellville, Texas 77418-0010
713-865-3693

City Offices

Dallas, Department of Consumer Affairs
City Hall, Room 1FN
Dallas, Texas 75201
214-670-4433

Fort Worth Office of Consumer Affairs, Weights and Measures
1800 University Drive
Room 208
Fort Worth, Texas 76107
817-870-7570

San Antonio Housing Counseling Program
Department of Human Resources
410 South Main Street
San Antonio, Texas 78204
512-299-7857

UTAH

State Offices

Division of Consumer Affairs
Utah State Trade Commission
Department of Business Regulation
330 East Fourth South
Salt Lake City, Utah 84111
801-533-6441

Office of Attorney General
419 Boston Building
Salt Lake City, Utah 84111
801-533-4262

VERMONT

State Offices

Consumer Protection Division
Office of Attorney General
109 State Street
Montpelier, Vermont 05602
802-828-3171
1-800-642-5149 (Vermont only)

Weights and Measures Division
Auto Retail Inspection
Department of Agriculture
116 State Street
Montpelier, Vermont 05602
802-828-2436

VIRGINIA

State Offices

Division of Consumer Counsel
Office of Attorney General
11 South 12th Street, Suite 308
Richmond, Virginia 23219
804-786-4075

State Office of Consumer Affairs
Department of Agriculture and Consumer Services
Box 1163, Washington Boulevard
Richmond, Virginia 23209
804-786-2042
800-552-9963 (Complaints Regarding State Agencies)

County Offices

Arlington County Office of Consumer Affairs
2049 25th Street, North
Arlington, Virginia 22201
703-558-2142

Fairfax County Department of Consumer Affairs
4031 University Drive
Fairfax, Virginia 22030
703-691-3214

Prince William County Office of Consumer Affairs
15960 Cardinal Drive
Woodbridge, Virginia 22191
703-221-4156

City Offices

Alexandria Office of Consumer Affairs
P.O. Box 178
City Hall
Alexandria, Virginia 22313
703-838-4350

Norfolk Division of Consumer Affairs
804 City Hall Building
Norfolk, Virginia 23501
804-441-2821

Roanoke Consumer Protection Division
353 Municipal Building
215 Church Avenue, SW
Roanoke, Virginia 24011
703-981-2583

Citizens' Request for Service
City of Roanoke
S.W. Municipal Building, Room 353
Roanoke, Virginia 24011
703-981-2583

Virginia Beach Division of Consumer Protection
City Hall
Virginia Beach, Virginia 23456
804-427-4421

WASHINGTON

State Offices

Consumer Protection and Antitrust Division
Office of Attorney General
1366 Dexter Horton Building
Seattle, Washington 98104
206-464-7744
800-552-0700 (Washington only)

Office of Consumer Services
Washington State Department of Agriculture
406 General Administration Building, AX 41
Olympia, Washington 98504
206-753-0929

County Office

Fraud Division
King County District Attorney's Office
E531 King County Courthouse
Seattle, Washington 98104
206-583-4513

City Offices

Everett Weights and Measures Department
City Hall
3002 Wetmore Avenue
Everett, Washington 98201
206-259-8845

Seattle Department of Licenses and Consumer Affairs
102 Municipal Building
Seattle, Washington 98104
206-625-2536
206-625-2712 (Complaints)

WEST VIRGINIA

State Offices

Consumer Protection Division
Office of Attorney General
3412 Staunton Avenue, SE
Charleston, West Virginia 25304
304-348-8986

Consumer Protection Division
Department of Labor
1900 Washington Street, E
Charleston, West Virginia 25305
304-348-7890 (Weights and Measures, Bedding, Upholstery)

City Office

Charleston Consumer Protection Department
P.O. Box 2749
Charleston, West Virginia 25330
304-348-8173

WISCONSIN

State Offices

Office of Consumer Protection
Department of Justice
P.O. Box 7856
Madison, Wisconsin 53707-7856
608-266-1852

Division of Consumer Protection
Department of Agriculture, Trade and Consumer Protection
P.O. Box 8911
Madison, Wisconsin 53708
608-266-9837
800-362-3020 (Wisconsin only)

County Offices

Kenosha County Consumer Investigator
912 56th Street
Kenosha, Wisconsin 53140
414-656-6480

Marathon County District Attorney's Office
Marathon County Court House
Wausau, Wisconsin 54401
715-842-0471

Milwaukee County Consumer Fraud Unit
821 W State Street
Room 604
Milwaukee, Wisconsin 53233-1487
414-278-4628

Portage County District Attorney's Office
Consumer Fraud Unit
Portage County Court House
Stevens Point, Wisconsin 54481
715-346-3393

Racine County District Attorney's Office
Consumer Fraud Division
730 Wisconsin Avenue
Racine, Wisconsin 53403
414-636-3125

WYOMING

State Office

Office of Attorney General
123 Capitol Building
Cheyenne, Wyoming 82002
307-777-7841 or 6286

PUERTO RICO

Department of Consumer Affairs
Minillas Governmental Center
Torre Norte Building
De Diego Avenue, Stop 22
P.O. Box 41059
Santurce, Puerto Rico 00940
809-726-6090

Department of Justice
Box 192
Old San Juan, Puerto Rico 00902
809-722-5219

VIRGIN ISLANDS

Consumer Services Administration
Golden Rock
Christiansted, St. Croix
U.S. Virgin Islands 00820
809-773-2226

STATE ENERGY OFFICES

ALABAMA

Alabama Department of Energy
Management Board
25 Washington Avenue
4th Floor
Montgomery, Alabama 36130
205-832-5010

ALASKA

Alaska Division of Energy and Power
MacKay Building, 7th Floor
338 Denali Street
Anchorage, Alaska 99501
907-276-0512

ARIZONA

Arizona Office of Energy Programs
1700 W. Washington
Room 507, Capitol Tower
Phoenix, Arizona 85007
602-765-3303

ARKANSAS

Arkansas Energy Office
#1 Capital Mall
Little Rock, Arkansas 72201
501-371-1370

CALIFORNIA

California Energy Commission
1111 Howe Avenue
Sacramento, California 95825
916-920-6061

COLORADO

Colorado Office of Energy Conservation
1525 Sherman, 4th Floor
Denver, Colorado 80203
303-866-2507

CONNECTICUT

Office of Policy and Management
Connecticut Energy Division
80 Washington Street
Hartford, Connecticut 06115
203-566-5803/7038

DELAWARE

Energy Extension Service
P.O. Box 140
56 The Green
Dover, Delaware 19901
302-571-3210

DISTRICT OF COLUMBIA

Office of Planning and Development
420 7th Street, N.W.
Washington, D.C. 20004
202-727-4700

FLORIDA

Government's Energy Office
301 Bryant Building
Tallahassee, Florida 32301
904-488-6764

GEORGIA

Office of Energy Resources
270 Washington Street, S.W.
Atlanta, Georgia 30334
404-656-5176

HAWAII

Hawaii Energy Office
335 Merchant Street
Room 110
Honolulu, Hawaii 96813
808-548-2211

IDAHO

Idaho Department of Resources
Division of Energy
Statehouse
Boise, Idaho 83720
208-334-3800

ILLINOIS

Institute of Natural Resources
325 West Adams Street
Springfield, Illinois 62706
217-785-2800

INDIANA

Indiana Department of Commerce
Energy Group
440 N. Meridian
Indianapolis, Indiana 46204
317-232-8951

IOWA

Iowa Energy Policy Council
Capitol Complex, Lucas Building
Des Moines, Iowa 50319
515-281-4420

KANSAS

Kansas Energy Office
214 W. Sixth Street
Topeka, Kansas 66603
913-296-2496

KENTUCKY

Kentucky Department of Energy
P.O. Box 11888
Iron Works Pike
Lexington, Kentucky 40578
606-252-5535

LOUISIANA

Louisiana Department of Natural Resources
P.O. Box 44156
Capitol Station
Baton Rouge, Louisiana 70804
504-342-4600

MAINE

Office of Energy Resources
Statehouse Station 53
Augusta, Maine 04333
207-289-3811

MARYLAND

Maryland Energy Office
301 W. Preston Street
Suite 1302
Baltimore, Maryland 21202
301-383-6810

MASSACHUSETTS

Office of Energy Resources
73 K-Mart Street
Boston, Massachusetts 02108
617-727-4732

MICHIGAN

Michigan Department of Commerce
P.O. Box 30228
Lansing, Michigan 48909
517-374-9090

MINNESOTA

Minnesota Energy Agency
980 American Center Building
150 East Kellogg Boulevard
St. Paul, Minnesota 55101
612-296-6424

MISSISSIPPI

Department of Energy and Transportation
Suite 300, Watkins Building
510 George Street
Jackson, Mississippi 39202
601-961-4733

MISSOURI

Missouri Bureau of Natural Resources
Department of Energy
P.O. Box 176
Jefferson City, Missouri 65102
314-751-4000

MONTANA

Montana Department of Natural Resources
32 South Ewing Street
Helena, Montana 59620
406-449-3940

NEBRASKA

Nebraska Energy Office
P.O. Box 95085
Lincoln, Nebraska 68509
402-471-2867

NEVADA

Nevada Department of Energy
400 W. King Street
Suite 106
Carson City, Nevada 89710
702-885-5157

NEW HAMPSHIRE

Governor's Council on Energy
2½ Beacon Street
Concord, New Hampshire 03301
603-271-2711

NEW JERSEY

New Jersey Department of Energy
101 Commerce Street
Newark, New Jersey 07102
201-648-3904

NEW MEXICO

New Mexico Energy and Minerals Dept.
Energy Conservation and Management Division
P.O. Box 2770
Santa Fe, New Mexico 87501
505-827-5621

NEW YORK

New York State Energy Office
Empire State
Albany, New York 12223
518-473-7183

NORTH CAROLINA

North Carolina Energy Division
Department of Commerce
P.O. Box 25249
Raleigh, North Carolina 27611
919-733-2230

NORTH DAKOTA

Federal Aid Coordinator Office
Energy Management and Conservation Programs
State Capital, 17th Floor
Bismarck, North Dakota 58505
701-224-2250

OHIO

Ohio Department of Energy
30 East Broad Street
34th Floor
Columbus, Ohio 43215
614-466-7915

OKLAHOMA

Oklahoma Department of Energy
4400 N. Lincoln Boulevard
Suite 252
Oklahoma City, Oklahoma 73105
405-521-2995

OREGON

Oregon Energy Extension Service
102 Labor and Industries Building
Salem, Oregon 97310
503-378-4040

PENNSYLVANIA

Governor's Energy Council
1625 North Front Street
Harrisburg, Pennsylvania 17102
717-783-8610

RHODE ISLAND

Governor's Energy Office
80 Dean Street
Providence, Rhode Island 02903
401-277-3370

SOUTH CAROLINA

Governor's Office
Division of Energy Resources
1122 Lady Street, 4th Floor West
Columbia, South Carolina 29201
803-758-5794

SOUTH DAKOTA

Officer of Energy Policy
Capitol Building, 2nd Floor
Pierre, South Dakota 57501
605-773-3603

TENNESSEE

Tennessee Energy Authority
226 Capitol Boulevard
Room 707
Nashville, Tennessee 37219
615-741-6671

TEXAS

Texas Energy and Natural Resource
Advisory Council
200 E. 18th Street
Austin, Texas 78701
512-475-5407

UTAH

Utah Energy Office
Empire Building, Suite 101
3266 State Office Building
Salt Lake City, Utah 84114
801-533-5424

VERMONT

State Energy Office
State Office Building
Montpelier, Vermont 05602
802-828-2393

VIRGINIA

Virginia Energy Office
310 Turner Road
Richmond, Virginia 23225
804-323-3899

WASHINGTON

Washington State Energy Office
400 East Union Avenue
1st Floor
Olympia, Washington 98504
206-754 0725

WEST VIRGINIA

West Virginia Fuel and Energy Office
1591 Washington Street
Charleston, West Virginia 25311
304-348-8860

WISCONSIN

Information Center
P.O. Box 7868
101 South Webster
Madison, Wisconsin 53702
608-266-8234

WYOMING

Wyoming Energy Conservation Office
Capitol Hill Building
Cheyenne, Wyoming 82002
307-777-7131

SECTION III

FEDERAL INFORMATION CENTERS

You can contact a Center toll free if you live in any of the cities listed below or in a state with an 800 area code number shown. If you live elsewhere, call the city listing closest to you for the minimum long distance charge.

TELEPHONE NUMBERS

ALABAMA
Birmingham (205) 322-8591
Mobile (205) 438-1421

ALASKA
Anchorage (907) 271-3650

ARIZONA
Phoenix (602) 261-3313
Tucson (602) 622-1511

ARKANSAS
Little Rock (501) 378-6177

CALIFORNIA
Los Angeles (213) 688-3800
Sacramento (916) 440-3344
San Diego (714) 293-6030
San Francisco (415) 556-6600
San Jose (408) 275-7422
Santa Ana (714) 836-2386

COLORADO
Colorado Springs (303) 471-9491
Denver (303) 837-3602
Pueblo (303) 544-9523

CONNECTICUT
Hartford (203) 527-2617
New Haven (203) 624-4720

FLORIDA
Fort Lauderdale (305) 522-8531
Jacksonville (904) 354-4756
Miami (305) 350-4155
Orlando (305) 422-1800
St. Petersburg (813) 893-3495
Tampa (813) 229-7911
West Palm Beach (305) 833-7566
Northern Florida (800) 282-8556
(Sarasota, Manatee, Polk, Osceola, Orange, Seminole, and Volusia counties and north)
Southern Florida (800) 432-6668
(Charlotte, DeSoto, Hardee, Highlands, Okeechobee, Indian River, and Brevard counties and south)

GEORGIA
Atlanta (404) 221-6891

HAWAII
Honolulu (808) 546-8620

ILLINOIS
Chicago (312) 353-4242

INDIANA
Gary/Hammond (219) 883-4110
Indianapolis (317) 269-7373

IOWA
Des Moines (515) 284-4448
Other locations (800) 532-1556

KANSAS
Topeka (913) 295-2866
Other locations (800) 432-2934

KENTUCKY
Louisville (502) 582-6261

LOUISIANA
New Orleans (504) 589-6696

MARYLAND
Baltimore (301) 962-4980

MASSACHUSETTS
Boston (617) 223-7121

MICHIGAN
Detroit (313) 226-7016
Grand Rapids (616) 451-2628

MINNESOTA
Minneapolis (612) 349-5333

MISSOURI
Kansas City (816) 374-2466
St. Louis (314) 425-4106
Other locations within area code 314 (800) 392-7711
Other locations within area codes 816 and 417 (800) 892-5808

NEBRASKA
Omaha (402) 221-3353
Other locations (800) 642-8383

NEW JERSEY
Newark (201) 645-3600
Patterson/Passaic (201) 523-0717
Trenton (609) 396-4400

NEW MEXICO
Albuquerque (505) 766-3091
Santa Fe (505) 983-7743

NEW YORK
Albany (518) 463-4421
Buffalo (716) 846-4010
New York (212) 264-4464
Rochester (716) 546-5075
Syracuse (315) 476-8545

NORTH CAROLINA
Charlotte (704) 376-3600

OHIO
Akron (216) 375-5638
Cincinnati (513) 684-2801
Cleveland (216) 522-4040
Columbus (614) 221-1014
Dayton (513) 223-7377
Toledo (419) 241-3223

OKLAHOMA
Oklahoma City (405) 231-4868
Tulsa (918) 584-4193

OREGON
Portland (503) 221-2222

PENNSYLVANIA
Allentown/Bethlehem (215) 821-7785
Philadelphia (215) 597-7042
Pittsburgh (412) 644-3456
Scranton (717) 346-7081

RHODE ISLAND
Providence (401) 331-5565

TENNESSEE
Chattanooga (615) 265-8231
Memphis (901) 521-3285
Nashville (615) 242-5056

TEXAS
Austin (512) 472-5494
Dallas (214) 767-8585
Fort Worth (817) 334-3624
Houston (713) 226-5711
San Antonio (512) 224-4471

UTAH
Ogden (801) 399-1347
Salt Lake City (801) 524-5353

VIRGINIA
Newport News (804) 244-0480
Norfolk (804) 441-3101
Richmond (804) 643-4928
Roanoke (703) 982-8591

WASHINGTON
Seattle (206) 442-0570
Tacoma (206) 383-5230

WISCONSIN
Milwaukee (414) 271-2273

SECTION IV

ENERGY BIBLIOGRAPHY

Books

The Complete Energy-Saving Home Improvement Guide. James W. Morrison, ed. 1979.
- Arco Publishing, Inc.
  219 Park Avenue South
  New York, NY. 10003

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- Public Affairs
  Idaho Office of Energy
  State House
  Boise, ID. 83720
  single copies free.

The Complete Solar House. Cassiday, Bruce. 1977. $2.50.
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  Independent News Company
  75 Rockefeller Plaza
  New York, NY. 10019

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  Washington, DC. 20402

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  256 Washington Street
  Mt. Vernon, NY. 10550

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  1221 Avenue of the Americas
  New York, NY. 10020

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- National Center for Appropriate Technology
  Box 3838
  Butte, MT. 59701

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- Montana Department of Natural Resources and Conservation, Energy Division
  32 South Ewing Street
  Helena, MT. 59620

The Passive Solar Energy Book: A Complete Guide to Passive Solar Home, Greenhouse and Building Design. Mazria, Edward. 1979. $10.95.
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  33 East Minor Street
  Emmaus, PA. 18409

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  1221 Avenue of the Americas
  New York, NY. 10020

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  P.O. Box 30
  Waitsfield, VT. 05673

Pamphlets and Booklets

A Winter Hazard for the Old: Accidental Hypothermia. Pub. no. NIH 78-1464
- National Institute on Aging/AH
  Expand Associates
  8630 Fenton Street, Suite 508
  Silver Spring, Maryland 20910

Central Air Conditioning.
- Council of Better Business Bureaus
  1515 Wilson Boulevard
  Arlington, Virginia 22209
  Include a stamped, self-addressed envelope. Also available from your local Better Business Bureau.

Emergency!! How to Live With the Heat.
- Kansas Department of Health and Environment
  Topeka, Kansas 66603

Geothermal Energy and Our Environment. Pub. no. DOE/EV0088.
- Energy
  P.O. Box 62
  Oak Ridge, Tennessee 37830

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  P.O. Box 3838
  Butte, Montana 59701

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- Council of Better Business Bureaus
  1515 Wilson Boulevard
  Arlington, Virginia 22209
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  Washington, D.C. 20585

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  1617 Cole Boulevard
  Golden, Colorado 80401

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- Council of Better Business Bureaus
  1515 Wilson Boulevard
  Arlington, Virginia 22209
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  P.O. Box 3838
  Butte, Montana 59701

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  P.O. Box 3838
  3040 Continental Drive, Butte, MT. 59701

Kits

Women's Energy Tool Kit: Home Heating, Cooling and Weatherization. Byalin, Joan. 1980.
- Consumer Action Now, Inc.
  355 Lexington Avenue
  New York, NY. 10017

Audio-Visuals

Films–

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- Audiovisual Coordinator — Carpools and energy conservation.
  Avis Media Services
  900 Old Country Road
  Garden City, NY. 11530

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- Stuart Finley, Inc. — Energy conservation and agriculture.
  3428 Mansfield Road
  Falls Church, VA. 22041

Energy Consequences. 1981. $40.00 rental. 20 min., color, 16mm or 3/4 in. videocassette.
- Stuart Finley, Inc. — Air pollution and ecology. Film has related study guide.
  3428 Mansfield Road
  Falls Church, VA. 22041

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- Modern Talking Picture Service — Solar energy.
  16 Spear Street
  San Francisco, CA. 94105

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- KDIN-TV — Solar Energy and home improvement.
  2801 Bell Avenue
  Des Moines, IA. 50321

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  2801 Bell Avenue
  Des Moines, IA. 50321

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- Bullfrog Films, Inc. — Solar energy, home improvement, and community development.
  Oley, PA. 19547

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- Bullfrog Films, Inc. — Wind energy.
  Oley, PA. 19547

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  Oley, PA. 19547

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  Box 220766
  6301 Carmel Road
  Charlotte, NC. 28222

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- Jamil Simon Production — Fossil-fuel alternatives.
  12 Arrow Street
  Cambridge, MA. 02138

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- Bullfrog Films, Inc.
  Oley, PA. 19547

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Wood Heat. 1980. $39.95. 28 min., color, 3/4 in. videocassette or 16mm.

- Project Supervisor
  Rodal Press
  33 East Minor Street
  Emmaus, PA. 18049

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This Energy Bibliography was prepared by the Consumer Education Resource Network (CERN). For more information about CERN, write or call:

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703-522-4616 (In Virginia)
800-336-0223 (Elsewhere)

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